Community Needs Response Plan

October 2022 – September 2027

Adopted by Kearney City Council October 27, 2022

Kearney Public Library
Strategic Plan
October 2022 – September 2027

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Introduction

Kearney Public Library is pleased to present the *Kearney Public Library Community Needs Response Plan October 2022 – September 2027*. This report details the results of the planning process carried out by an ad hoc committee of two members of the Kearney Public Library Advisory Board, the library director, and the library management team. Members of the committee were:

> Evan Lewandowski – Advisory Board President
> Patsy Bruner – Advisory Board Member
> Matthew Williams – Library Director
> Christine Walsh – Assistant Library Director
> Sarah Haack – Reference Librarian
> Shawna Lindner – Youth Librarian
> Michael Marchand – Technical Services Librarian
> Beth Rosenthal – Technology Librarian
> James Tidei – Circulation Librarian

Particularly helpful in shaping this plan was a survey that focused on Kearney Public Library with 141 respondents weighing in with overwhelmingly positive feedback, including many written comments regarding how to improve library services. An analysis of the strengths, weaknesses, threats, and opportunities also provided valuable input.

This document validates the mission of the library and all aspects of the library's operation received careful consideration, including funding, collection, services, programming, marketing, the physical plant, and technology. In the end, we carefully chose a select few objectives and goals crafted both to respond to the needs of the community as related to the survey and to create the greatest positive impact possible for the library.

A plan is, of course, only a set of guidelines. Changes in circumstances, evolutions in technology, and the requirements of government, the public, and other stakeholders may necessitate changes from the plan as presented.

The plan will be reviewed at management team meetings and the advisory board in detail twice a year.

Matthew R. Williams
Library Director

Mission, General Objectives, and Background

Mission

The Kearney Public Library exists to provide equal access to information and to promote the enjoyment of reading, culture, and the pursuit of lifelong learning.

General Objectives

- To serve the community as a center of reliable information through print and non-print collections, technology, and programming.
- To support the educational, civic, and cultural activities of groups and organizations.
- To provide opportunity and encouragement for children, young people, and adults to educate themselves.
- To identify community needs, provide programs of service and technology to meet those needs, and cooperate with other organizations, agencies, and institutions which can provide programs or services to meet community needs.
- To provide opportunities for recreation through the use of literature, technology, music, films and other art forms.

Background

Governance and Budget

Kearney Public Library was organized under Chapter 16 (16-251) of the *Nebraska Revised State Statutes* and, as such, has an appointed advisory board rather than an administrative board. Advisory boards recommend policies but final administrative authority rests with the city manager and city council. The library's 2020/21 budget was $1,932,667.

Kearney Public Library Advisory Board:

Evan Lewandowski – Chair
Stefanie Green – Vice Chair
Connie Jelkin – Secretary
Patsy Bruner
John Icenogle

Service Area

The Kearney Public Library serves the City of Kearney (est. population 33,783), Buffalo County (population outside of the City of Kearney 16,301) and surrounding counties, with the majority of the funding coming from the City of Kearney. Buffalo County also provides solid funding for county library service and the bookmobile.

Facility

Kearney Public Library began operation in 1890. The land was donated by Mrs. C.O. (Lottie) Norton in 1903 and the Carnegie Foundation gave $10,000 to build a library. This is the same land the library is located on today. In 1939 an east wing was added to the library and in 1951 a west wing for children was added.

In 1973, the Carnegie building was razed and a new library opened in 1975. An addition and major renovation occurred in 2010 and was completed in 2012. The building now covers 49,052 square feet. The library is open 68 hours a week.

Circulation and Holdings

Kearney Public Library circulated 424,812 items in 2020/21 and has consistently been the 3rd most heavily used library in Nebraska, after the mega cities of Omaha and Lincoln, even though it ranks 5th in population. Similarly, Kearney Public Library is a member of a consortium of 188 libraries to provide eBooks and downloadable audio and is consistently the number one user by a large margin. In 2020/21, 205,759 items were held in the library.

Service Levels and Programs
- 114,526 visits in 2020/21 with 57,156 cardholders. COVID had a severe impact in the number of visits, which were less than half of what they were in 2016 when the last plan was submitted.
- 19.5 full-time equivalent employees.
- Public internet use was 109,022 in 2020/21 with a large number of those logins from patrons using WI-FI.
- 14,378 people attended 431 programs in 2020/21.

Technology

Kearney Public Library uses Horizon Integrated Library Service by SirsiDynix to track items owned, orders made, bills paid, and patrons who have borrowed. The library has 12 public computers dedicated for searching the catalog. The library has 41 public Internet computers, including those located in the computer lab and classroom, and free WI-FI throughout the facility, which was boosted during COVID for use outside the building. Kearney Public Library also has a technology plan.

Summary of Strategic Planning 2022 Survey Results

In the spring of 2022, Kearney Public Library conducted an online survey which ran from May 1 to June 6. People could complete the surveys using links from the Facebook page or the website. Slips containing a QR Code link to the survey were given out at several community events and at the main desk. In all, 141 people responded. Overall, responses and comments were extremely positive showing our patrons to be highly satisfied with our services, programs, staff, physical plant, and technology.

Age of Responders and Frequency of Library Use
Responses were spread fairly evenly over the age groups:
- 24% - 60 years and older
- 31% - 40 – 59 years
- 30% - 21- 39 years
- 15% - 20 years and younger

Almost half the responses came from those that could be labeled super-users of the library. Of the 141 respondents:
- 18% use the library every month
- 33% use the library every week
- 45% use the library more than once a week/daily

Also, in the last 12 months:
- 84% visited the website
- 39% called the library
- 61% used the library app (MyKPL)
- 63% visited via social media (Facebook, Twitter, or Pinterest)
- 56% used library digital services (eBooks, eAudiobooks, eMagazines, films, etc.)

Preferred Methods of Communication
When asked how they prefer the library to communicate with them about upcoming events, new materials and new services:
- 68% - email
- 40% - text
- 65% - to learn about the library using social media
- 36% - looking at the website
- 40% - reading the print newsletter and brochures
- Only 9% prefer newspapers and other traditional sources compared with 21% in 2016

Website Use

Most respondents use the website for:

- 75% - searching the library collection
- 63% - managing their account
- 50% - discovering library events
- 37% - finding eBooks
- 20% - learning about library services
- 18% - utilizing databases/Kearney Hub
- 11% - contacting staff
- 10% - scheduling a meeting room
- 10% - suggesting a purchase
- 7% - don't use the website at all

Collections and Services

Traditional collections and services are the most valued at Kearney Public Library, with an overwhelming number of respondents valuing books:

- 96% - printed books
- 57% - eBooks and eAudiobooks
- 39% - DVDs
- 16% - physical audiobooks
- 10 % - local history/genealogy
- 9% - large print books

Similarly, 95% of responders say the most important service the library provides is books/eBooks/eResources:

- 62% - very satisfied with the collection
- 11% - satisfied with the collection
- 11% - somewhat satisfied with the collection.

Other valued services:

- 51% - programs and events
- 21% - meeting rooms/study rooms
- 21% - Wi-Fi
- 27% - the Makerspace
- 19% - the availability of staff for personalized assistance.

Of the new services offered, respondents use:
- 36% - virtual / take-and-make programs
- 28% - the Makerspace
- 17% - curbside pickup
- 13% - digital newspapers
- 7% - book match recommendation
- 6% - Book a Librarian service / one-on-one assistance
- 6% - Faxing
- 37% - Don't use any of the new services

Programs and Training/Classes

The top adult programs preferred are:
- 35% - reading challenges
- 29% - craft/hobby activities
- 27% - author/literary events
- 17% - current events/lectures
- 16% - Makerspace training
- 15% - pub quiz

The top children's programs preferred are:
- 49% - reading challenges
- 35% - craft/hobby activities
- 16% - STEM/Makerspace programs
- 16% - storytimes
- 15% - teen activities
- 13% - virtual / take-and-make programs
- 13% - movies/concerts/performers

Library programming satisfaction is high:
- 67% - very satisfied with library programming
- 20% - satisfied

Similarly, training/classes satisfaction is also high:
- 60% - very satisfied
- 18% - satisfied

Staff

We asked about the helpfulness of the staff in two different ways. In the first respondents indicated the library has:

- 83% - very good customer service
- 12% - good customer service.

Backing this finding, the second question respondents indicated they are:

- 77% - very satisfied with staff availability
- 19% - satisfied with staff availability.

Computers

- 72% - very satisfied with the computers at the library
- 18% - somewhat satisfied with the computers at the library
- 9% - satisfied with the computers at the library.

Hours

- 69% - very satisfied with library hours
- 23% - satisfied with library hours.

Suggested New or Improved Services

As part of our survey we provided people with some suggested new or improved services and inquired which ones they might like to see. These are the results by popularity:

- 50% - Making the Makerspace hours consistent with the general library hours
- 45% - Simplifying and streamlining online program registration
- 38% - Add exterior art to the exterior east side of the library
- 20% - Add device charging stations
- 12% - Extended curbside hours
- 11% - Add charging stations for electric vehicles
- 9% - Checkout laptops for meeting room / study room use

Analysis of Strengths, Weaknesses, Threats, and Opportunities for the Kearney Public Library

Strengths:
What are your library's strongest contributions to your community?
What does your library do that no one else does?
What do your users like best about your library?

- Strong technology access for patrons. Apps, texting, web page and social media are available. WI-FI and computer lab are strong assets.
- Community gathering place (meeting rooms and public seating areas).
- Strong programming in-person and virtual.
- Patron-focused approach to customer service including and educated staff with people skills, initiative and creativity.
- Bookmobile provides access to those unable to visit the physical library.
- A strong current collection containing materials from a variety of viewpoints.
- Art inside and outside the facility.
- Support from the city and county, including a strong budget.
- Excellent Makerspace.
- Fine Free / No costs associated with programming.
- NewsBank / All Kearney Hub Newspapers available online and keyword searchable.

Weaknesses:
In what areas does your library have fewer resources than you need?
What else needs improvement?
What do your users wish you did better?

- Multicultural connection.
- Teen specialist librarian.
- Community awareness of library apps, texting, and social media.
- Community awareness of programming.
- City celebration of the library.
- Lack of space for materials.
- Parking.
- Main entrance is hard to find.

Opportunities:

What could you do if only your library had the resources to do it?
What is happening in the world now that you would like to take advantage of?
How can your strengths open doors to opportunities for your library?

- o Makerspace/creation space expansion, e.g. a kitchen.
- o Outdoor programming space.
- o Laptops for meeting room use.
- o Staff development.
- o Growth in the community, i.e. new businesses and buildings offer opportunities.
- o Downtown revitalization.
- o Teen gaming events.
- o New Kearney History / Genealogy room.

Threats:

What is happening in the world that could impact your library negatively?
Are library services provided elsewhere with greater ease for users?
What weaknesses leave you vulnerable to cuts in or competition for your services?

- o Groups wishing to challenge and censor library materials.
- o Lack of understanding of the purpose of a public library vs. a private or school library.
- o Programming offered by other entities in Kearney. Businesses and community organizations providing similar opportunities.
- o The possibility of economic changes, such as a decrease in the intake of sales tax, that impact funding levels.
- o Challenging patrons.
- o Services like Amazon, Netflix, and Hulu offer low prices and quick delivery of content, including video streaming, eBooks and eAudio.
- o Google, etc.
- o Privacy of patron information at risk.
- o Theft.
- o Natural disasters.

Strategic Goals and Objectives

Goal #1

Kearney, being in the center of the state, is not close to large cities with opportunities to attend talks by professionals on current events or to hear major authors talk about their works. UNK is nearby, but the general public cannot attend all their events. The library fills that need by bringing in authors and experts to present talks to the general public.

Objective: Use Kearney Public Library Foundation Lane Endowment Funds to bring in speakers and events featuring topics on science, history, and technology.

Objective: Maintain an annual legacy author event to raise awareness of the Kearney Public Library Foundation and to raise money for the Foundation.

Objective: Continue to partner with Senior College, UNK, Humanities Nebraska, and other organizations to bring in speakers and events.

Goal #2

Kearney is 2 hours from the nearest large bookstore and needs a library that has the newest and best information in print, audio, and e-formats databases to provide ongoing learning opportunities for the citizens, as well as movies and educational films.

Objective: Keep track of changes in the eBook and eAudiobook market and offer the widest availability of eBooks and eAudiobooks to patrons.

Objective: Purchase the newest and best books in every format and purchase another copy for every 5 holds.

Goal #3

Kearney Public Library has struggled to staff the Makerspace consistently when the main library is open. Patrons would like to see the hours of the Makerspace be consistent with the rest of the library.

Objective: Develop a work schedule that allows the Makerspace to be staffed and open during the same hours as the general library.

Goal #4

Kearney has a need for meeting spaces for local non-profit groups and for business job training. Also, being central to the state, many statewide organizations choose Kearney to meet with people throughout the area and need a space to do so. The library has hosted up to 100 public meetings a month and will continue to do so.

Objective: Offer our computer classroom for use by organizations to train employees.

Objective: Offer our four meeting rooms and amenities for use by non-profits throughout the city and state.

Objective: Ensure we have the latest technology available for community training and classes.

Goal #5

The world is becoming more dependent on electronic resources and Kearney is no exception. Patrons sign up for library programming and the Makerspace using the library website, carry ever more personal electronic devices, and are even moving towards electric vehicles as a more environmentally sound form of transportation. Kearney Public library recognizes the need to provide a streamlined online / electronic experience for patrons.

Objective: Upgrade program registration software to ensure a more user-friendly experience for our wide array of in-person, take-and-make, and virtual offerings.

Objective: Add rapid charging stations at the library for personal electronic devices.

Objective: Add charging stations for electronic vehicles in the library parking lot.

Goal #6

Vibrant art is essential to the downtown of any city and Kearney has been making great strides in this area. The mural on the westside of the library building is exceptional and the sculptures on either side are eye-catching.

Objective: Add a mural on the east side of the library in the same vein as the mural on the west side.

Objective: Add benches near the entrances to the library.

Objective: Evaluate the current sculpture north of the parking lot and consider replacing it with a fresh sculpture.

Community Profile for City of Kearney, Nebraska

Population

Total population (# 1.12 from the *2011-2012 Nebraska Public Libraries Survey*)	**33,783**
Population of legal service area (# 1.13)	**33,783**

For the following: If the library service area includes the entire county, <u>use county figures</u>. If the library service area includes only the municipality, or the municipality and a small area outside the municipality, <u>use city figures</u>.

	Number	% of Total Pop.
Age Under 5 years	2,207	6.5
Age 5 - 9	2,062	6.1
Age 10 - 14	1,785	5.3
Age 15 - 19	3,313	9.8
Age 20 - 24	4,277	12.7
Age 25 - 34	4,448	13.2
Age 35 - 44	4,200	12.4
Age 45 - 54	3,083	9.1
Age 55 - 59	1,569	4.6
Age 60 - 64	1,863	5.5
Age 65 - 74	2,823	8.4
Age 75 - 84	1,431	5.3
Age 85 years and over	722	2.1

Education

Population 3 years and over enrolled in school		
Nursery school, preschool	492	
Kindergarten	416	
Elementary (grades 1-8)	3,012	
High school (grades 9-12)	1,568	
College or graduate school	4,962	
Educational Attainment, Pop.25 years +		
Less than 9th grade		3.2%
9th to 12th grade, no diploma		4.3%
High school graduate (includes equivalency)		23.5%
Some college, no degree		23.9%
Associate's degree		8.3%
Bachelor's degree		23.9%
Graduate or professional degree		13.0%
Percent high school graduate or higher		92.5%
Percent bachelor's degree or higher		36.8%

List the schools in your community	approximate enrollments:
Kearney Senior High School 9-12	1,635
Kearney Catholic School 6-12	366
YRTC (Youth Rehabilitation Center) 7-12	35
Horizon Middle School 6-8	638
Sunrise Middle School 6-8	597
Zion Lutheran PK-8	179
Faith Christian K-8	100
Bryant Elementary K-5	247
Buffalo Hills Elementary K-5	312
Central Elementary K-5	269
Emerson Elementary K-5	240
Glenwood Elementary K-5	136
Kenwood Elementary K-5	394
Meadowlark Elementary K-5	393
Northeast Elementary K-5	373
Park Elementary K-5	281
Windy Hills Elementary K-5	256
Kearney Education Center PK	406
Total	6,857

Describe the library/media facilities in the listed schools - are they adequate? All schools have adequate library/media facilities.	
List higher education institutions available (include extension services, distance education, etc.) The University of Nebraska at Kearney, Central Community College, the University of Nebraska at Lincoln Buffalo County Extension. Online opportunities are endless.	
What library services that they need are available to them? Wi-Fi and computers with high-speed internet. Study areas. Staff to proctor tests. Study guides for entrance examinations. Online databases.	

Language

Language Spoken at Home (Pop. 5 years +)		
English only	27,554	92.4%
Language other than English	2,281	7.6%
Spanish	1,331	4.5%
Other Indo-European languages	380	1.3%
Asian and Pacific Island languages	399	1.3%
Other languages	171	.6%

Household/Family Economics

Free and Reduced Lunch Counts by School (available at or this number may already be in your Technology Plan)	
Kearney High School	538
Horizon Middle School	211
Bryant Elementary School	156
Emerson Elementary School	156
Kenwood Elementary School	126
Northeast Elementary School	168
Park Elementary School	84
Central Elementary School	163
Windy Hills Elementary School	45
Glenwood Elementary School	14
Meadowlark Elementary School	51
Sunrise Middle School	248
Kearney Education Center	135
Buffalo Hills Elementary	52
West Kearney High School	0
Kearney Catholic High School	27
Zion Lutheran Elementary School	22
Faith Christian Elementary School	0

Economic Characteristics

This information was collected from the economic census taken in 2012.

From the Economic Census	#employees
Agriculture, forestry, fishing and hunting, and mining	437
Construction	1,019
Manufacturing	2,251
Wholesale trade	534
Retail trade	3,262
Transportation, warehousing and utilities	687
Information	349
Finance and insurance and real estate and rental and leasing	640
Professional, scientific, management, and administrative and waste management services	895
Educational services and health care and social assistance	5,493
Arts, entertainment, and recreation and accommodation and food services	1,952
Other services (except public administration)	821
Public administration	474

Who are the major employers?
The University of Nebraska at Kearney, CHI Health Good Samaritan, Kearney Regional Medical Center, Kearney Public Schools, Walmart Superstore, HyVee, Eaton Corporation, Baldwin Filters, Cabela's, Cash Wa Distributing, West Pharmaceutical Services, Inc.

Cultural Characteristics of Your Community

Describe the cultural and recreational activities that are popular in your community.	
List the cultural and recreational facilities available (facilities include parks, pools, gyms, theatres, etc.)	What are their goals and interests and what services do they provide for residents?
UNK Parks: *Cottonmill Park, Harmon Park, Yanney Heritage Park, Hike/Bike Trail, Meadowlark North Dog Park, Patriot Park, Apollo Skate Park, Centennial, Dryden, Harvey, Collins, Fountain Hills, East Brooke, Memorial Field, Pioneer, Nina Hammer, Ted Baldwin, Kearney Junction, and West Lincoln Way. Two parks have swimming pools and four have splash grounds. Many have ball diamonds, soccer fields, roller skating,*	Goals and interests of these organizations vary from general interest in the betterment of Kearney, to youth advocacy, literacy instruction plus cultural and performing arts enrichment. Additional goals and interests support education, wellness and physical fitness opportunities. These are only a sampling of goals and interests supported by these cultural and recreation organizations.

volleyball, tennis courts, fishing, basketball courts, boating, disc golf, archery range, skate boarding and more. Yanney has an excellent amphitheater, meeting rooms, botanical gardens and meditative maze. Harmon has a great activity center and an inclusive playground. YMCA, Meadowlark Hills Golf Course, Kearney Area Children's Museum, MONA, Big Apple, Viaero Event Center (with Hockey), Merryman Performing Arts Center, Kearney Community Theatre, Peterson Senior Activity Center, World Theater, Cinema 8, Hilltop Cinema, Archway Monument, Trails & Rails Museum, Buffalo County Fairgrounds.	
List civic groups that are active in your service area American Legion, Family Advocacy, Community Action Partnership, Mid-Nebraska Community Services, American Red Cross, United Way Kearney, Head Start, Kearney Area Literacy Council, Kearney Area Community Foundation, Kearney Area Chamber of Commerce, Visitor's Bureau, Downtown Improvement Board, Habitat for Humanity, Salvation Army, Kearney Noon Rotary Club, Kearney Dawn Rotary Club, Dobytown Kiwanis Club, Kearney Noon Kiwanis Club, Golden K Kiwanis Club, Sertoma Club, Kearney Lions Club, GFWC Kearney Woman's Club, Elks Club, Eagles Club and Eagles Auxiliary.	What are their goals and interests and what services do they provide for residents? Goals and interests vary among the organizations from the general interest in bettering Kearney, to Youth advocacy, housing for those in need, eradicating polio, literacy. These are only a sampling of goals and interests supported by these civic groups.

1. In which ways have you interacted with the library in the last 12 months? Check all that apply.

   Check all that apply.

   ☐ Visited the library in person (programs, meetings, crafts, checkouts)
   ☐ Called the library on the phone
   ☐ Visited the library's website
   ☐ Emailed the library
   ☐ Attended an outreach program (Blue & Gold, Prime Festival, Family Fun Fest, etc.)
   ☐ My book club uses the book club bags
   ☐ Viewed the library's social media (Facebook, Instagram, Twitter, Pinterest)
   ☐ Used the MyKPL app
   ☐ Visited the Bookmobile
   ☐ Utilized the Makerspace
   ☐ Used electronic Reference resources (Ancestry, digital newspapers, Value Line, Consumer Reports)
   ☐ Used one of our digital services (eBooks, eAudio, eMagazines, films, etc.)
   ☐ Have not interacted in any way with the library
   ☐ Other: _____

2. If you do not use the library, why not? Check all that apply.

Check all that apply.

☐ Do not need to use it
☐ Library is too far away
☐ Buy my own books, magazines, etc.
☐ Find events/activities elsewhere
☐ Stream movies and TV shows (Netflix, Hulu, Amazon Prime, etc.)
☐ Use school/college library
☐ Library hours are inconvenient

3. How often do you interact with the library or use library services?

Mark only one oval.

◯ More than once a week/daily

◯ Once a week

◯ Once a month

◯ Once every three months

◯ Once every six months

◯ Once a year

◯ Other: _____

4. How often do you or a member of your family interact with the Bookmobile?

Mark only one oval.

◯ 1-2 times a month

◯ Only during the school year

◯ Only during the summer

◯ Never

◯ I didn't know there was a bookmobile

\

5. What is the best way to communicate with you about upcoming events, new materials, and new services? Check all that apply.

Check all that apply.

☐ Email
☐ Text
☐ Website
☐ Newsletter and brochures
☐ Social media (Facebook, Instagram, etc.)
☐ Traditional media (newspaper, radio, TV)
☐ I prefer not to be contacted

☐ Other: _____

6. What do you use the library website for? Check all that apply.

Check all that apply.

- ☐ Search the library collection
- ☐ Manage my account (renew/reserve items, check due dates, pay a fee, etc.)
- ☐ Download eResources (eBooks, eAudio, eMagazines)
- ☐ Suggest a purchase
- ☐ Discover library events
- ☐ Utilize research databases/Kearney Hub
- ☐ Schedule a meeting room
- ☐ Learn about library services
- ☐ Contact staff
- ☐ I don't use the website
- ☐ Other: _____

7. Which resources do you use? Check all that apply.

Check all that apply.

- ☐ MyKPL app
- ☐ Text messaging - receive texts about items due, available holds, renewable items, etc.
- ☐ Library's social media (Facebook, Instagram, Pinterest)
- ☐ Web page/catalog
- ☐ Reference databases, Kearney Hub collection
- ☐ eBooks, eAudio, eMagazines, movie streaming
- ☐ None

8. Which collections are most important to you? Choose up to three.

Check all that apply.

- ☐ Books
- ☐ Large Print Materials
- ☐ DVDs
- ☐ Books on CD
- ☐ Local history/genealogy materials
- ☐ Magazines/newspapers
- ☐ Online information: Databases, Kearney Hub collection
- ☐ eBooks, eAudio, eMagazines, movie streaming

9. Which library services are most important to you? Choose up to three.

Check all that apply.

- [ ] Books, media, eResources
- [ ] Meeting rooms and study rooms
- [ ] Bookmobile
- [ ] Library programs and events
- [ ] Technology assistance
- [ ] Free Wi-Fi
- [ ] Computer lab
- [ ] Makerspace
- [ ] Interlibrary loan
- [ ] Book club bags
- [ ] Community gathering place
- [ ] Staff assistance

10. Which new library services do you use? Check all that apply.

Check all that apply.

- [ ] Virtual / Take-and-Make Programs / Videos
- [ ] Digital Newspapers / Kearney Hub Collection
- [ ] Book Match Recommendation Service
- [ ] Book a Librarian Service / One-on-one assistance
- [ ] Makerspace
- [ ] Curbside Pickup Service
- [ ] Faxing
- [ ] None

11. Which adult programs are most important to you? Choose up to three.

Check all that apply.

- [ ] Author/literary events (book discussions, One Author Kearney, etc.)
- [ ] Open Book Club
- [ ] Reading challenges (Summer Reading, Winter Reading, etc.)
- [ ] Music events
- [ ] Current events / lectures
- [ ] Computer use / technology training
- [ ] Makerspace training
- [ ] Health / wellness events
- [ ] Business / career assistance and training
- [ ] Pub Quiz
- [ ] Craft / hobby activities (sewing, knitting, paper crafts, etc.)
- [ ] Writing workshops / groups
- [ ] Virtual / take-and-make programs
- [ ] I don't attend

12. Which youth programs are most important to you? Choose up to three.

Check all that apply.

- [ ] Author/literary events
- [ ] Craft/hobby activities
- [ ] Reading challenges (Summer Reading, Winter Reading, etc.)
- [ ] Interactive (Happy Noon Year, Paws to Read, Legos at the Library, etc.)
- [ ] Movies/concerts/performers
- [ ] Storytimes
- [ ] STEM/Makerspace programs
- [ ] Class / group visits and tours
- [ ] Virtual / take-and-make programs
- [ ] Teen activities
- [ ] I don't have children
- [ ] My children do not attend library programs

Overall, how satisfied are you with library resources and services?

13. Customer service

Mark only one oval.

	1	2	3	4	5	
Not helpful	◯	◯	◯	◯	◯	Very helpful

14. Staff availability

Mark only one oval.

	1	2	3	4	5	
Very Dissatisfied	◯	◯	◯	◯	◯	Very Satisfied

15. Computer lab

Mark only one oval.

	1	2	3	4	5	
Very Dissatisfied	◯	◯	◯	◯	◯	Very Satisfied

16. Makerspace

Mark only one oval.

	1	2	3	4	5	
Very Dissatisfied	◯	◯	◯	◯	◯	Very Satisfied

17. Collections/materials

Mark only one oval.

	1	2	3	4	5	
Very Dissatisfied	◯	◯	◯	◯	◯	Very Satisfied

18. Events and programs

Mark only one oval.

	1	2	3	4	5	
Very Dissatisfied	◯	◯	◯	◯	◯	Very Satisfied

19. Training and classes

Mark only one oval.

	1	2	3	4	5	
Very Dissatisfied	◯	◯	◯	◯	◯	Very Satisfied

20. Hours of operation

Mark only one oval.

	1	2	3	4	5	
Very Dissatisfied	◯	◯	◯	◯	◯	Very Satisfied

21. If dissatisfied with any of the above, what can we consider for change?

_____

_____

_____

_____

22. Select the items below that you would be interested in seeing at our library.

    Check all that apply.

    ☐ Simplified online program registration
    ☐ Extended curbside hours
    ☐ Add more device charging stations
    ☐ Add exterior art to the East side of building
    ☐ Add charging station for electric vehicles
    ☐ Makerspace hours consistent with library hours
    ☐ Laptops for meeting / study room use
    ☐ Other: _____

23. What other equipment would you like to see in the Makerspace?

    _____

24. Looking to the future, what would you like to see in your community and / or in the library?

    _____

    _____

    _____

    _____

25. What is your home zip code?

    _____

26. Does your household include any children under age 12?

Mark only one oval.

( ) Yes No

( )

27. In which of the following categories does your age fall?

Mark only one oval.

( ) 10 years and younger

( ) 11-15 years

( ) 16 - 20 years

( ) 21 - 39 years

( ) 40 - 59 years

( ) 60 years and older

28. Please add any additional comments or suggestions.

_____

_____

_____

_____

_____

Thank you!

We appreciate you taking the time to help us see how we're doing and to help us as we plan for the future!
help us as we plan for the future!